

**Suite 5
Intech House
34 Wilbury Way
Hitchin, Herts
SG4 0TW**



Cedars Park, the attractive location of our successful Cheshunt Carers Meet Ups (see page 4)

Welcome to the Crossroads Care Newsletter

We plan to bring you quarterly news bulletins to help keep you informed about what is going on within Crossroads and the wider care sector.

We will be emailing a version of this Newsletter to those clients and carers who have given us their email address. You will also be given the option of opting in to receive further information by email should you prefer it in that form.

For many of you there is a **new Diary Booklet** enclosed with this Newsletter. This booklet will replace our existing single diary sheets. This is part of our drive to improve our systems and communication. It is our aim to reduce dependence on paper systems and help our staff have better communications in real time. Please can you ensure this booklet is kept with your Crossroads Care folder for staff to use when attending.

If you would like to be part of a **Focus Group** of clients and carers to be closely consulted on further developments please get in touch at CEO@crossroadshn.org.uk, tel: 01462 427011, or at the office address.

Do also let us have any feedback to me directly or feedback@crossroadshn.org.uk

Michael Farrell
Chief Executive Crossroads Care HN



Crossroads Breakaway Volunteering Service

In the last year many of our clients have lost access to their Carers Respite Service as public spending cuts have deepened. We have recently taken over the provision of a volunteering service to bridge the gap for those who cannot access paid staff in the support of unpaid carers. We know that enhanced stress and social isolation are two very familiar and harmful aspects in this caring role. If you know someone who could either benefit from this service or could offer some time to provide some befriending and support, please contact Sally on 01462 427549.

Crossroads Magic Table

We were very pleased to launch our Tovertafel “Magic Table” with the Mayor of Stevenage. The table uses interactive holograms to provide either stimulation or relaxation activities for people with dementia. A wonderful new resource for our Stevenage Day Centre raised entirely through voluntary donations. If you would like to see it call Tracy Potts (Day Centre Supervisor) on 01438 745717.



Carers UK Conference

We attended the Carers UK conference this year where they were showcasing a robot called Pepper who is owned by Southend Council to assist people with Asperger Syndrome & Dementia. Although early days with the technology they are having some success with quite complex interactions including built in video. You can follow him on twitter @Pepper-Southend. Find out more about your rights at www.carersuk.org.



Crossroads Meet Up

**Are you an unpaid carer looking for information, support or friendship?
Why not come along to a Crossroads Meet Up?
Open to carers and their cared for.**

Our New Crossroads Meet Up's have taken the idea of a "Carers Cafe", which relied on Carer's peer support with advice and guidance, and brought our staff in and extended an invitation for people to bring their loved ones with them. We have piloted these in Letchworth and Cheshunt, and so far their open, inclusive nature seems to be really catching on. We are also developing proposals for a St Albans Meet Up soon. Why not come along - It's fun and free!

Stevenage

Meets every Monday morning from 10 am to 12 noon at The React Building, Roundmead Hall, Roundmead, Poplars, Stevenage SG2 9PQ.

Hitchin and Letchworth

Meets alternate Tuesday's from 2.00pm to 4.00pm at The Letchworth Centre For Healthy Living, Hitchin Road, Letchworth, SG6 3NA.

Cheshunt

Meets on the fourth Wednesday of every month from 10.45 am to 12.30 pm at Cedars Park Meeting Room, Theobalds Lane, Cheshunt EN8 8RU.

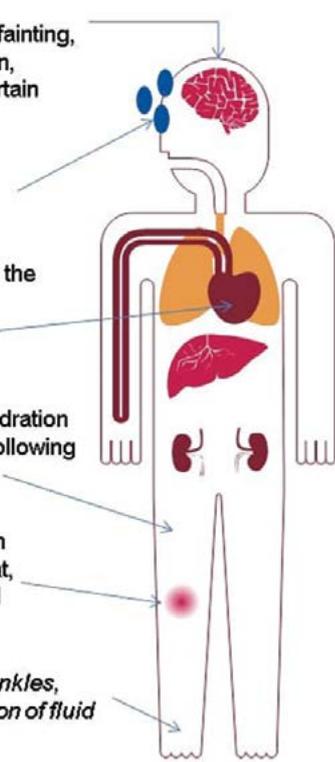
**Contact Sally Mack for more information on
01462 455549, info@crossroadshn.org.uk
or at www.meetup.com**

Heatwaves & Hydration

Please see our top tips below provided to us by our newly qualified Nutrition and Hydration Champion, Tracy Potts who is our Stevenage Daycentre Supervisor:

Many people enjoy the hot weather but there can be **serious health consequences** from too much heat and vulnerable people are particularly at-risk in prolonged hot spells. **Read the full article** on <https://www.hcpa.info/guideline/preparing-for-a-heatwave/>

Heat related illnesses



Heat syncope – dizziness and fainting, due to dehydration, vasodilation, cardiovascular disease and certain medications

Excessive sweating can deplete fluid and salts

When blood temperature rises, the body stimulates sweat glands, dilates blood vessels and increases the heart rate

Heat cramps – caused by dehydration and loss of electrolytes, often following exercise

Increased blood flow to the skin cools the body by radiating heat, leading to heat rash (small, red itchy papules)

Heat oedema – mainly in the ankles, due to vasodilation and retention of fluid

Health effects of heat

The main causes of illness and death during a heatwave are respiratory and cardiovascular diseases. Additionally, there are specific heat-related illnesses including:

Heat Exhaustion

- Nausea or irritability
- Dizziness
- Muscle Cramps or weakness
- Feeling faint
- Headache
- Fatigue
- Heavy sweating
- High body temperature

Heatstroke

- Hot, dry skin or profuse sweating
- Confusion
- Loss of consciousness
- Seizures
- Very high body temperature

The Hydrant is a hydration system with drinking tube. Hang, hook or clip your bottle almost anywhere, attach the drinking tube and enjoy convenient, hands-free hydration wherever you are. The flexi-grip handle attaches to almost anything, keeping your drink close by & the tube allows 24/7 access, allowing you to drink whenever you choose.

These can be found on

www.hydrateforhealth.co.uk

There are some great products available.

The 1 litre standard cap bottle with clip handle and drinking tube with bite valve and clothing clip is

£14.95 + £3.00 P&P.



Getting to Know the Crossroads Team

North Herts Manager: Jo Paice

tel: 07710 092 298 jpaice@crossroadshn.org.uk

A former Crossroads Support Worker Jo Paice comes with a range of experience in Dementia and Learning Disability. She is a former Deputy Manager of a Children's day-centre. In her spare time she also runs the PHAB club in Hitchin.



Stevenage Manager: Cherry Young

tel: 07743 403414 cyoung@crossroadshn.org.uk

Cherry joined us a Response Worker covering the county with extended support where it was needed. She now manages all services in Stevenage including our Daycentre. She has over 20 years experience in both community care and residential Dementia care. Cherry delivers our in-house 'Personal Care Training'.



East Herts & Broxbourne Manager: Vicky White

tel: 07415 941 543 vwhite@crossroadshn.org.uk

Vicky has been working in care for 4 years, joining Crossroads in 2015. She worked as a Homecare Coordinator, obtained her Diploma Level 2 in Health & Social Care and was promoted to Service Manager in 2017.



West Herts (Dacorum, St Albans, WGC/Hatfield) Manager: Aimee Martindale

tel: 07885 966463 amartindale@crossroadshn.org.uk

Formerly our North Herts Coordinator & then Senior. Aimee came into the care sector after caring for her grandfather who was living with Alzheimer's. She is the newest member of our Management Team but has big plans in developing services in her area.



Registered Manager: Andrew Taylor

Andrew celebrated 9 years working for Crossroads in May. He is our CQC Registered Manager and Safeguarding Officer.

tel: 01462 427 015

ataylor@crossroadshn.org.uk



The Coordination team below: (L -R) Natalie, Lizzie, Julia, Stewart.



CONTACT

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Care Coordinators:
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Crossroads Breakaway:
01462 427 549

Crossroads
Employment for Carers:
Project:

Building Better
Opportunities
01462 427 549

Finance:
01462 427 017

Registered Manager:
01462 427 015

Chief Executive:
01462 427 011

Are you aware of our Homecare service?

Rated as good in all the 5 areas of CQC enquiry our Caring For Life homecare service is now providing support to around 100 of our clients in the Hertfordshire area.

So whether it's a little regular extra help around the house or an occasional service providing some cover and peace of mind for when a carer is away, or overnight visits, talk to us about your needs:

Speak to Jo Lloyd, Client Services Senior 01462 427 546.

Save The Date

You are all most welcome to our **General Meeting** to be held this year on:

Wednesday 31st October 2018 1pm-3.30pm

at

The Letchworth Centre for Healthy Living
Hitchin Road
Letchworth Garden City
Herts. SG6 3NA

Lunch will be provided followed by short talks on our services and plans.

RSVP : info@crossroadshn.org.uk or call any of our numbers.

Join the conversation & share our latest news:



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